

TennCare Oversight Division Web Site Summary of Provider Complaints 2021 YTD - Total: 136

1st Quarter Total: 136

Amerigroup TN TennCare 1st Qtr Total – 61

Denial Reversed: 30

Denial Upheld: 25

Duplicate: 1

Paid: 1

Partial: 3

Resolved: 1

Amerigroup TN Medicare Advantage-&/or MA Special Needs Plan 1st Qtr Total – 3

Denial Upheld: 2

No Prov Rep Name: 1

BCBST Anthem KY 1st Qtr Total – 1

Ineligible: 1

BCBST 1st Qtr Total – 1

Referred to Consumer Insurance Services: 1

Cigna VW 1st Qtr Total - 1

Referral to Consumer Insurance Services: 1

CMS Medicare 1st Qtr Total – 1

Referral to Consumer Insurance Services: 1

HealthSpring 1st Qtr Total – 1

Referral to Consumer Insurance Services: 1

Humana MA 1st Qtr Total – 1

Referral to Consumer Insurance Services: 1

TennCare 1st Qtr Total – 1

Denial Upheld: 1

UnitedHealthcare Plan of the River Valley 1st Qtr Total – 27

Denial Reversed: 15

Denial Upheld: 11

Resolved: 1

UnitedHealthcare Plan of the River Valley Medicare Advantage SNP 1st Qtr Total – 5

Denial Reversed: 2

Denial Upheld: 3

UnitedHealthcare Plan of the River Valley & UHC 1st Qtr Total – 1

Partial: 1

Volunteer State Health Plan TennCare 1st Qtr Total – 26

Denial Reversed: 11

Denial Upheld: 11

Duplicate: 1

Question Answered: 1

Resolved: 1

Withdrawn: 1

Volunteer State Health Plan & BCBS 1st Qtr Total – 1

Partial: 1

Volunteer State Health Plan MA SNP 1st Qtr Total – 4

Denial Reversed: 3

Denial Upheld: 1

WellCare SNP 1st Qtr Total – 1

Pending: 1